

Optometry, Arizona Board of

Description

The Arizona State Board of Optometry examines, licenses, and regulates the profession of Optometric Doctors (ODs). In addition, the Board registers and regulates out-of-state replacement contact lens dispensers. The Board investigates complaints alleging violations of the Optometric Practice Act and takes administrative regulatory action when required. Currently there are approximately 725 professionals licensed to practice in the state.

IT Vision

Ability to provide to the public, licensees and other government agencies, accurate, information via the Internet. Services will include on-line license renewals, applications, public information, automatic doctor verifications, meeting minutes, agendas, statutes, rules, approved continuing education and assorted general information.

IT Mission

To maintain an efficiently run Agency through the effective use of information technology, enabling a high level of customer service to the citizens of Arizona, other government agencies and the licensees of the Board of Optometry.

Goal 1

Develop software programs that automate the licensing and investigation functions with the end in mind. (Connectivity with the Internet and interactive with licensing).

Objective 1

Improve accuracy and efficiency of data reporting.

Current Situation

Staff must complete a "data scrub" to ensure the accuracy of data in the current database. The completion impacts three strategic issues: 1) Mandatory reporting to the National Practitioner Databank; 2) Ensure accurate public information; 3) Data

Performance Measures

- 1 Percentage increase in total usage of online directory for licensees.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficiency	100	0	10	25	35

- 2 Percent of stakeholder that rank customer service as excellent

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Quality	25	0	85	90	95

- 3 Average time, in calendar days, per investigation from start to final adjudication.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	90	228	90	80	70

Goal 2

Complete programming for automatic update of Web Page on a daily basis. Add complaint and malpractice information.

Objective 1

To make routine information available to the general public, other government agencies and licensees via the Internet.

Current Situation

Limited funding available but enough to accomplish objective.

Performance Measures

- 1 Percentage of work completed to reach objective and goal.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Output	60	50	75	95	100

Goal 3

Allow licensees and registrants to renew and apply for licenses, certificates and registrations via the Internet no later than July, 2004.

Objective 1

Have a web-site revised and programmed for on-line renewal.

Current Situation

Limited funding as this year's budget does not provide funds.

Performance Measures

- 1 Percent of project complete.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input	0	0	0	50	100

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